



Health Care Integration Update Training Session #3

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Health Care Services
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Different Enrollment Pathways

GROUP	MEDICAL SERVICES	MH AND SUD SERVICES
Everyone (unless explicitly exempted)	Through FIMC MCOs	Through FIMC MCOs
Exempted individuals and individuals with the option to opt out of FIMC or Apple Health Foster Care (e.g. on Medicare, Native Americans/ American Indians)	Through Fee-for-Service coverage (and additional coverage)	Through FIMC MCOs under “Behavioral Health Services Only” (BHSO), set up for ensuring those enrolled in Apple Health (Medicaid) can continue to access services
Apple Health Foster Care: individuals in foster care, foster care alumni and individuals who receive adoption support	Through Coordinated Care of Washington MCO	FIMC/ BHSO MCO

Fully Integrated Managed Care (FIMC) Program

- The Health Care Authority (HCA) is changing how it pays for delivery of physical health services, mental health services and substance use disorder (SUD) services in Apple Health (Medicaid)
- Through whole-person care, physical and behavioral health needs will be addressed in one system through an integrated network of providers
- Individuals enrolled in Apple Health in Clark and Skamania counties can choose one plan that can meet all of their physical and behavioral health needs

Behavioral Health Services Only (BHSO) Program

BHSO will cover mental health and substance use disorder (SUD) services for individuals in these categories:

- Medicare
- Foster Care
- Individuals otherwise ineligible for the full array of FIMC services
- Tribal members who opt out of FIMC and into medical Fee-for-Service (FFS)

BHSO Program

The MCO will provide behavioral health services and coordinate care for individuals with Apple Health who are receiving their medical services from Medicare. This process will include:

- Identifying individuals with Medicare (or other coverage that makes them ineligible for FIMC)
- A signed agreement for coordinating benefits between the BHSO and their other coverage (e.g. Medicare Advantage)
- Data sharing protocols between the MCO and the other coverage for individuals in an active course of behavioral health treatment

BHSO Program

- The MCOs will provide behavioral health services and coordinate care for individuals with Apple Health who receive their medical benefits in the Medicare Fee-for-Service delivery systems
- This process will also include data sharing protocols between the MCO and the individual's Primary Care Provider for those in an active course of behavioral health treatment
- There will be an MCO to MCO agreement to provide behavioral health services and coordinate care for individuals covered by Apple Health Foster Care

Non-Medicaid services in SW WA

- Certain services must be available to anyone in Southwest Washington, regardless of their insurance status or income level
- The following services may be provided by the BH-ASO to anyone in the region who is experiencing a mental health or substance use disorder crisis:
 - A 24/7, 365 days/yr. regional crisis hotline
 - Mental Health crisis services
 - Short-term substance use disorder crisis services
 - Designated Mental Health Professional (DMHP) referrals
 - SUD specialist referral to involuntary treatment

Non-Medicaid services in SW WA

The BH-ASO may provide the following services to individuals who are not eligible for Apple Health:

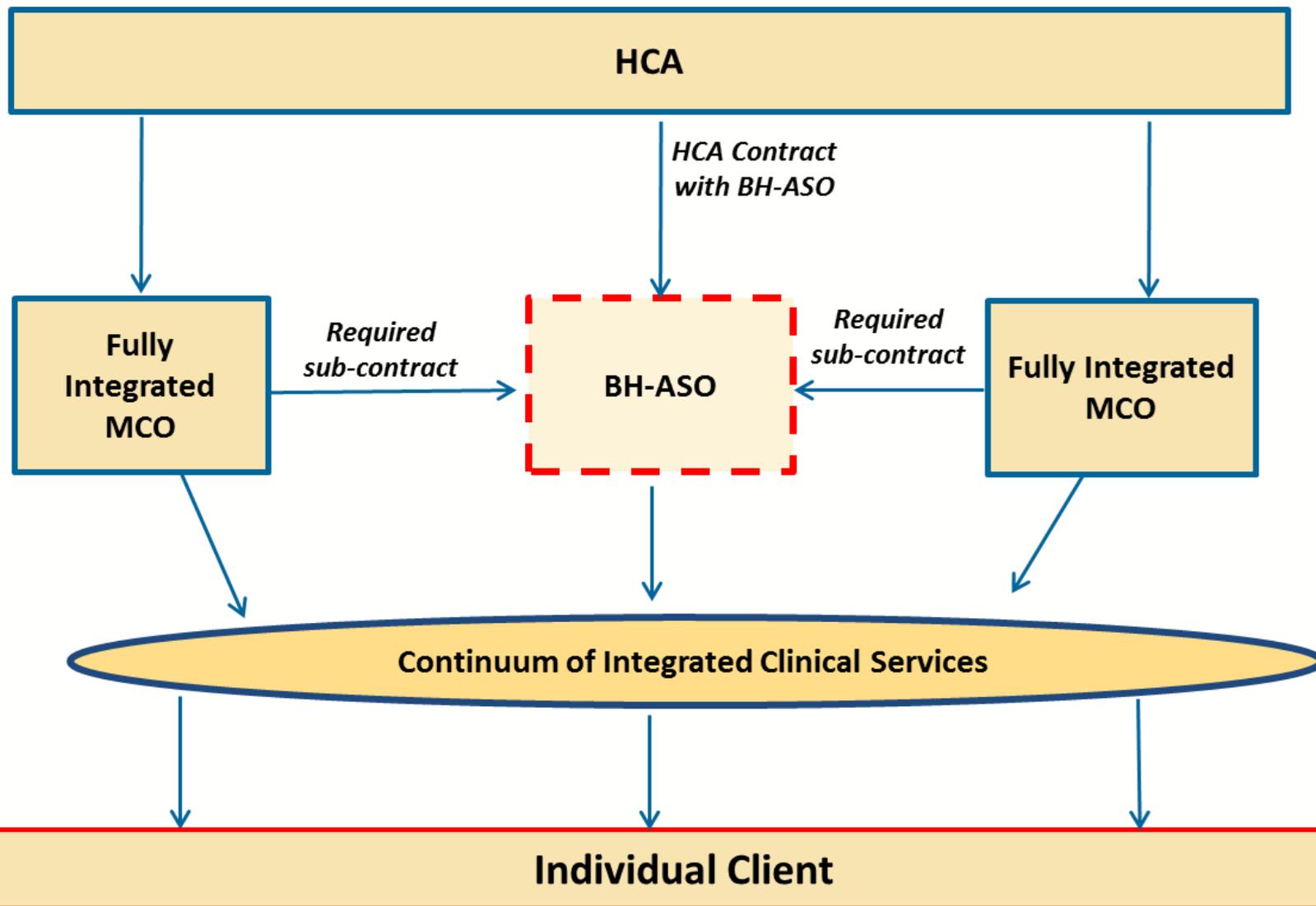
- Mental health evaluation and treatment services for individuals who are involuntarily detained or agree to a voluntary commitment;
- Residential substance use disorder treatment services for individuals involuntarily detained as described in state law;
- Outpatient mental health or substance use disorder treatment services, in accordance with a LRA court order; or
- Within available resources, the BH-ASO may provide non-crisis behavioral health services

BH-ASO in SW WA

Behavioral Health - Administration Services Organization (ASO)

- Beginning April 2016, the HCA will contract with one entity at financial risk for crisis services in Southwest Washington
- The contract will be with only one entity, who will collaborate with the two MCOs for Medicaid-covered services within the Southwest Washington region
- In addition, there are coordination provisions in these contracts for individuals who transfer, transition or move to other regions (BHOs) and out of the region

BH-ASO



BH-ASO

Administration Services Organization Services

- Currently, there is a competitive contracting process to select the Behavioral Health-Administrative Services Organization in Southwest Washington
- This contracting process was open to any organization to bid and covers both Clark and Skamania counties

BH-ASO

Administration Services Organization Services

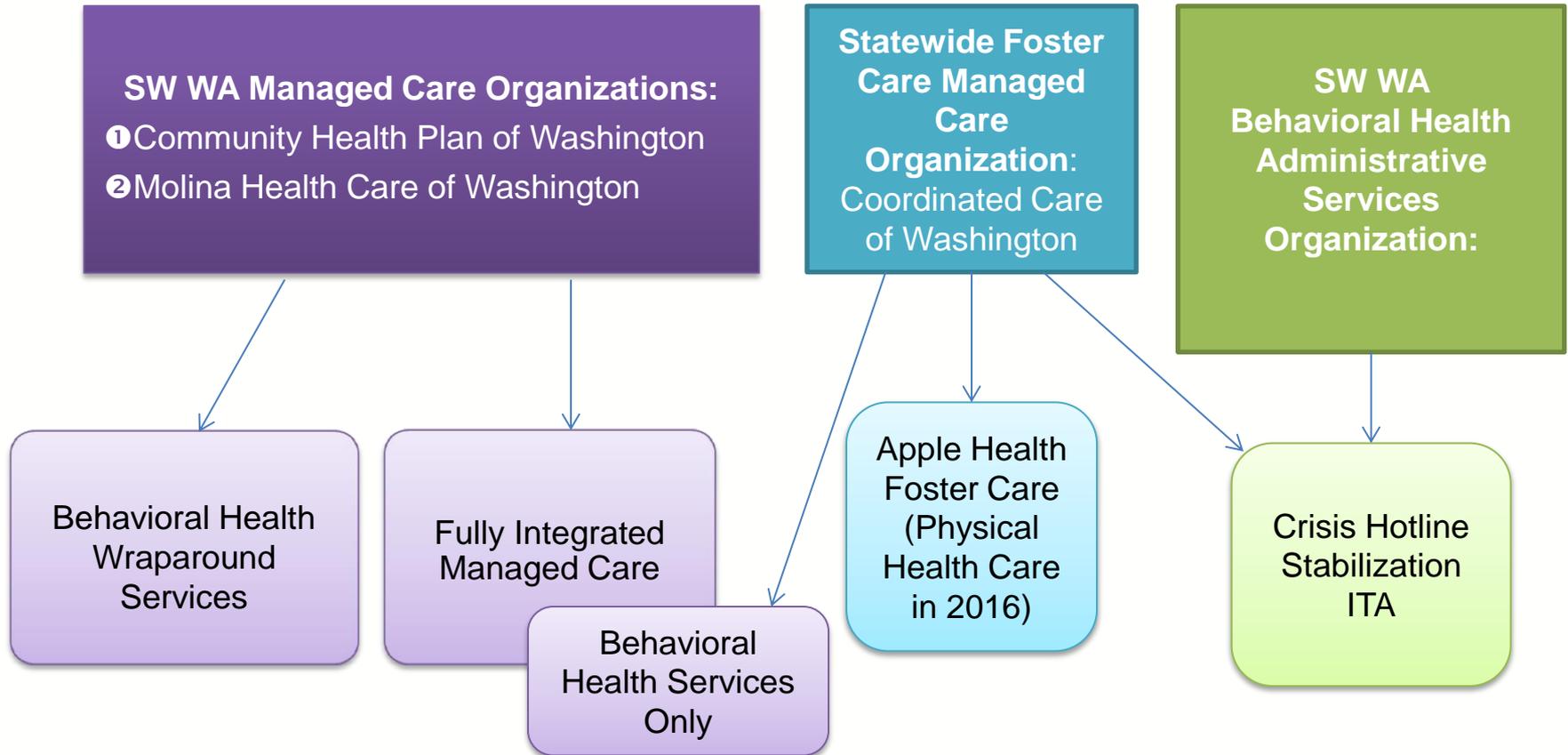
- Monitor Less Restrictive Alternative (LRA) court orders for individuals who are not eligible for Medicaid
- Maintain a Behavioral Health ombudsperson for Southwest Washington
- Administer Mental Health Block Grant, Criminal Justice Treatment Account Funds (CJTA) & Juvenile Drug Court funds

BH-ASO

Administration Services Organization Services

- Unlike the BHO, the BH-ASO is not responsible for the full continuum of behavioral health services for the Apple Health (Medicaid) population
- The BH-ASO is only responsible for a subset of crisis-related services for Apple Health clients, and is responsible for providing limited services to individuals who are not eligible for Apple Health (Medicaid), as well as managing certain administrative functions

Health Care Integration Collaboration



- Community Health Plan of Washington (CHPW) and Molina Health Care of Washington will administer Fully Integrated Managed Care and Behavioral Health Wraparound Services.
- The BH-ASO will collaborate with CHPW and Molina, while providing crisis and stabilization services.
- Coordinated Care of Washington will administer Apple Health Foster Care statewide and will coordinate with CHPW and Molina in Southwest Washington (SWWA), who will administer behavioral health services.
- Coordinated Care of Washington will also coordinate with the BH-ASO who provides crisis services.

Enrollment Publications

January 2016

- Columbia United Providers (CUP) clients transition to Molina
- HCA postcard sent to all Apple Health (Medicaid) households in Clark and Skamania counties
- HCA letter sent to all Apple Health (Medicaid) households in Clark and Skamania counties

CUP Transition Letter

Welcome to the family!

As a new Molina Member, we want you to know that our number one priority is to ensure that you and your family experience a smooth transition from Columbia United Providers (CUP) to Molina and that you continue to receive the high quality care you depend on from your Apple Health Medicaid benefits.

We have been working with CUP to make sure we are ready for you. We have taken steps to make sure that:

- You can stay connected with your CUP primary care provider.
- We know about all medical and pharmacy services previously approved by CUP. Molina will honor all of these approved services.
- Any needed health records have been transferred to Molina's Care team

As your extended family, we are happy to offer a complete health care team focused on you. We work together to provide you with the best care possible, at every stage of your life.

In this letter you will find information on how to get access to your care:

1. Member ID Card

Enclosed is a Member ID Card for you and for every member of your family. Please keep it with you at all times.* If the provider on your ID Card is not correct, please call us at (800) 869-7165.

2. Your PCP

PCP stands for Primary Care Provider. He or she is your personal doctor. We have worked with CUP to identify your CUP PCP or Provider Group and allow you to continue to keep that provider.

If you would prefer to choose another PCP, go to MolinaHealthcare.com/ProviderSearch. There, you will find a list of providers in your area. If you would like to change your PCP, we are here to help. For your convenience, you can either contact our Member Services team, fill out and submit the enclosed PCP Change Request Form, or make an online change at MyMolina.com.

3. Talk to a Representative

To ask questions, request this letter in another language or different format or get more information about your plan call: **Member Services:** (800) 869-7165; **TTY/TDD:** 711

Postcard - January 2016



Important news coming soon!

Beginning **April 1, 2016**, people with Apple Health coverage in **Clark** or **Skamania** County will have a managed care health plan that coordinates all of their care, including services for physical, mental health, drug, and alcohol treatment.

Next month, the Health Care Authority, which administers Apple Health, will send a letter with more information.

Watch your mailbox!

HCA 19-048 (12/15)

Letter - February 2016

Dear Medicaid Client:

You are receiving this letter because you are currently enrolled in Washington Apple Health (Medicaid) and live in Clark or Skamania County. Today, your mental health benefit is covered under Southwest Washington (SW WA) Behavioral Health Regional Support Network (RSN) and your substance use disorder services are covered through the Department of Social and Health Services fee-for-service.

Starting April 1, 2016, you will be disenrolled from the RSN and enrolled in a managed care plan. Behavioral health services (mental health and drug and alcohol treatment services) will be covered through managed care health plans contracted in your area.

Your health benefits are not changing, but the coordination and payment of services will be transferred to a managed care health plan. If you are currently under care with a SW WA RSN mental health provider, you will need to notify the managed care health plan you are enrolled with at that time. This change does not affect your access to services, but may change who provides the services. Every effort will be made to keep you with your current providers.

There are two ways to receive your health care services offered by the managed care health plans contracted in your area.

1. Washington Apple Health covers your physical health, mental health, and drug and alcohol treatment services. You will have one plan to contact to access all of your health care services. If your current managed care health plan has a contract to provide fully integrated Apple Health coverage, you will remain with your same managed care health plan. Otherwise, you will be assigned to a new managed care health plan and your coverage will begin on April 1, 2016.
2. Washington Apple Health behavioral health services only coverage provides specialty mental health and drug and alcohol treatment services, but not your physical health care. This Apple Health coverage is for clients who receive their physical health care benefits through other programs like, private insurance, Primary Care Case Management (PCCM), Medicare, and/or fee-for-service. Together, they provide full coverage (physical health, mental health, and drug and alcohol treatment services).

Your new benefit booklet "Welcome to Apple Health in Clark and Skamania" will be mailed to you in mid-March. Be sure to look inside the booklet for your enrollment letter for information about your Apple Health managed care health plan. Inside the booklet you will also find information about how to change managed care health plans and who to contact if you have any questions.

Publication Timeline

January 2016

- CUP clients transition to Molina
- HCA post card sent to all Apple Health (Medicaid) households in Clark and Skamania counties

February 2016

- HCA letter sent to all Apple Health (Medicaid) households in Clark and Skamania counties
- HCA letter sent to all Apple Health Foster Care enrollees statewide
- Department of Social & Health Services letter sent to all other Apple Health (Medicaid) households statewide

February – March 2016

- Enrollment letters, including new booklets, sent to all Apple Health (Medicaid) individuals in Clark and Skamania counties

Cross Agency Desk Aid

Referral Communications Committee

Last Updated 11/06/2015

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center		Development Disabilities Administration (DDA) Long-Term Care Specialty Unit		Washington Healthplanfinder Customer Support Center		Medical Assistance Customer Service Center (MACSC)	
1-877-501-2233 1-877-980-9220 (Answer Phone) www.washingtonconnection.org 1-888-338-7410 (FAX)		1-855-873-0642 www.washingtonconnection.org 1-855-635-8305 (FAX)		1-855-923-4633 http://www.wahealthplanfinder.org/customer-support/ 1-855-867-4467 (FAX)		1-800-562-3022 https://forbes.wa.gov/hca/locations/	
<ul style="list-style-type: none"> Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food, Cash and Child Care programs WASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 1-877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: https://www.washingtonconnection.org/home/publicaccessdirectory.go 		<ul style="list-style-type: none"> Medicaid programs for clients with developmental disabilities Hospice Healthcare for Workers with Disabilities (HWD) program (S08) 1-800-871-9275 Children's institutional (K01) Residential mental health eligibility questions 		<ul style="list-style-type: none"> Apply for or renew health care coverage (families, children, pregnant women and single adults) Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health Plans (QHP) questions Healthplanfinder Business questions Locate an HBE In-person Assister/Navigator or Broker http://wahealthplanfinder.org/how-enroll/customer-support-network/ 		<ul style="list-style-type: none"> ProviderOne Client Services Card Provider billing and claims questions Apple Health Managed Care enrollment and questions ProviderOne benefit coverage questions 	
<p>No call center at HCS Contact your local office by checking at: http://dshs.wa.gov/hcs/contacts.htm www.washingtonconnection.org</p>		<p>Residential Care Services (RCS) Report abuse or neglect in a licensed/certified setting 1-800-562-6078</p>		<p>Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahealthplanfinder.org/appeals or call for information: 1-855-859-2512</p>		<p>HPF password reset or lockout: 1-855-256-9598</p>	
<p>Hours of operation: 8:00 am – 6:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>		<p>Hours of operation: 8:00 am – 6:00 pm, Monday – Friday (except state holidays). closed from Noon – 1pm</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>		<p>Hours of operation: 7:30 am – 8:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your HPF application ID or Social Security Number available."</p>		<p>Hours of operation: 7:30 am – 6:00 pm, Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Application ID, Client ID, Provider One Client ID or Social Security Number available."</p>	
		<p>RCS is responsible for the licensing/certification and oversight of</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit https://www.dshs.wa.gov/absl/essential-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit https://www.dshs.wa.gov/absl/essential-care-services/residential-care-services-offices</p>		<p>Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahealthplanfinder.org/appeals or call for information: 1-855-859-2512</p>		<p>Hours of operation: 7:00 am – 6:00 pm Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Application ID, Client ID or Social Security Number available."</p>	



Glossary

- AHFC: Apple Health Foster Care
- BH: Behavioral Health
- BH-ASO: Behavioral Health Administrative Services Organization
- BHO: Behavioral Health Organization
- BHSO: Behavioral Health Services Only
- FIMC: Fully Integrated Managed Care
- MCO: Managed Care Organization
- RSA: Regional Service Area
- RSN: Regional Support Network
- SUD: Substance Use Disorder
- SW WA: Southwest Washington

Resources

- **HCA Integrated Purchasing website:**
http://www.hca.wa.gov/hw/Pages/integrated_purchasing.aspx
- **HCA Contact:** EarlyAdopterQuestion@hca.wa.gov
- **DSHS Behavioral Health Organization website:**
<https://www.dshs.wa.gov/bhsia/division-behavioral-health-and-recovery/developing-behavioral-health-organizations>
- **DSHS BHO Contact:** BHOtransition@dshs.wa.gov
- **Cross-Agency Desk Aid:**
http://www.hca.wa.gov/hcr/me/documents/customer_support_center_referrals.pdf
- **HCA Training & Education website:**
http://www.hca.wa.gov/hcr/me/pages/training_education.aspx